

Dell | Recycling Tour Volunteer Guide – Austin, TX



No computer should go to waste. **DELL**™

THANK YOU to you and your organization for volunteering your time and energy to help keep your community's unwanted computers out of landfills and, instead, make sure they are responsibly reused or recycled.

There are a number of opportunities for you to help this Dell | Recycling Tour and National Recycling Coalition event achieve success before, during and after the collection event itself:

Before

- Inform your friends, family, neighbors, co-workers and other community members in Central Texas of this great opportunity to reuse or recycle unwanted computer equipment free of charge
- Forward the Event Email Invitation to members of your organization and others in your address book (see the end of this document, page 7, for a copy of the text)

During

- Work with us at the collection site to help participants safely, easily, and responsibly reuse and recycle their unwanted computer equipment
- Be safe! Work together! Have fun! More about this on the next page...

After

- Tell others about the success of the event
- Explain the importance of keeping computers out of landfills and help raise awareness of the issue of computer reuse and recycling (please visit the EPA's "Plug-In To eCycling" website for more on this issue: <http://www.epa.gov/epaoswer/osw/conserv/plugin>)
- Encourage them to explore Dell's donating and recycling options at www.dell.com/recycling.

What is success?

The 2003 Dell | Recycling Tour covered 15 cities in four months. We collected nearly 1000 tons (or 2 million pounds) of unwanted computer equipment! The amount of equipment that was collected and recycled is only one way we measured our success. An equally important goal was to raise awareness of the issue of responsible recovery, reuse and recycling of old computers. We had over 7000 participants – and millions of others who learned about computer recycling through media outreach surrounding our events.

How will we meet these goals in 2004?

By getting the word out and filling up trucks with old computer equipment! Each tractor-trailer packed full will hold between 12 and 15 tons of computer equipment. To meet our consumer awareness goal we are mounting a strong publicity campaign before, during and after the collection event. Your word-of-mouth and additional outreach is important to us!

What will be provided for volunteers the day of the event?

- Lunch, snacks and beverages (including coffee for you first-shifters! – and lots of water)
- A covered volunteer break area
- Reflective safety vests for traffic controllers
- Event t-shirts
- Restroom facilities
- Event training and assignments prior to each shift

What must I provide the day of the event?

- A knowledge of these materials prior to arriving at event site
- A signed copy of the “Release and Waiver of Liability” (attached – also available onsite)
- Work gloves! We'll have some on site, but PLEASE bring your own if you have them
- Back supports as needed
- Weather-appropriate clothing! You'll be outside for over four hours so be prepared.
- Sunscreen! We'll have some on site, but PLEASE bring your own.
- PROPER WORK SHOES – no open-toed shoes!

What job will I be doing?

There are a variety of duties that volunteers will have the choice of doing during their shift. Everybody can help – you don't have to carry old computers at all to play a crucial role in the day's event. Here are some of the options that you can choose during the volunteer orientation at the start of your shift:

- Greeter: the Greeter is the first person participants see upon arriving at the collection event. Greeters welcome the recyclers, hand them printed information, answer any initial questions, ask the drivers to please drive slowly up to the unloading area and to remain in their cars throughout the unloading process. The Greeter is also in charge of counting the number of vehicles that come through.
- Traffic Control: Traffic Control personnel help manage traffic flow both in and out of the unloading area taking care to wait until unloading teams are clearly out of the traffic flow before allowing vehicles to move forward.
- Unloaders, Sorters and Stackers: In the main work area our goal is to safely and quickly remove all manner of computer equipment from participating vehicles. Once removed, we sort and pack the equipment on pallets and in gaylords. We will have professional crew members on site to help pack pallets and gaylord boxes (for smaller peripherals) and work the forklift, but they will need your help to make the process go quickly and smoothly.

There will be opportunities to switch positions if you wish and to rest during your shift.

Shift Times

In order for the event to run smoothly it is very important to arrive on time for your shift. Please allow time for traffic and finding the exact site location (see attached map). **PLEASE report to the Volunteer Tent and stay there until you've had your orientation.**

First shift: 8:00 -12:30
Second shift: 11:30 - 4:00

(The event runs from 9:00 am to 3:00 pm for participants dropping off equipment)

RAIN OR SHINE, COLD OR HEATWAVE!

This event is taking place regardless of weather conditions, so please dress accordingly.

QUESTIONS?

If you have questions, please contact Talley Summerlin, Event Site Producer, talley_summerlin@dell.com, prior to the event.

Interaction with Media and Participants

At this event we will have at least one Dell and one National Recycling Coalition spokesperson available for answering questions from the media and participants. We're happy to have our volunteers discuss the event with media and participants as well, but we do not expect anyone but Dell and NRC spokespersons to discuss environmental policy or programs of these organizations.

However, as a volunteer, you will have interactions with participants dropping off materials. They very often ask questions about the event and we want you to be able to respond accordingly and provide them with appropriate answers.

Following are basic answers to the questions we hear most often during the events – there's certainly no need to memorize these - and remember, we encourage you to always turn to our Dell and NRC spokespeople for guidance:

1. What are Dell and NRC doing?

Dell and NRC are providing a free computer recycling event for residents of Central Texas.

2. Why are Dell and NRC doing this?

To make sure computers don't go into landfills and to raise awareness of responsible computer end-of-life options.

3. Are the computers collected tax deductible?

Since the actual value of a computer cannot be assessed on site by event personnel, no tax receipts can be offered to participants in this event. If a participant wants to know more or insists on getting a tax receipt, have them speak with a Dell spokesperson and they can be helped on site.

4. What happens to the computers from the recycling event?

They are responsibly recycled. Through a Dell-certified recycling vendor, approximately 98% of the computer is reused or recycled back into the raw material and product stream. Glass into glass, metals into metals, plastics into plastics.

5. What happens to computers that are still working?

Dell's certified recycling vendor will assess the value and reuse options of all materials collected at the event. Some computers will be used again as complete systems and many will find "new life" as parts in computers and other electronics.

6. Are computers toxic?

While computers are safe to use, they do contain some environmentally sensitive materials which should NOT go into landfills. That's why Dell and the NRC are educating consumers about how to safely and responsibly recycle computers.

Dell and NRC computer collection event in Austin, 01-31-04:

Saturday, January 31, 2004

9 a.m. to 3 p.m.

The former Robert Mueller Municipal Airport

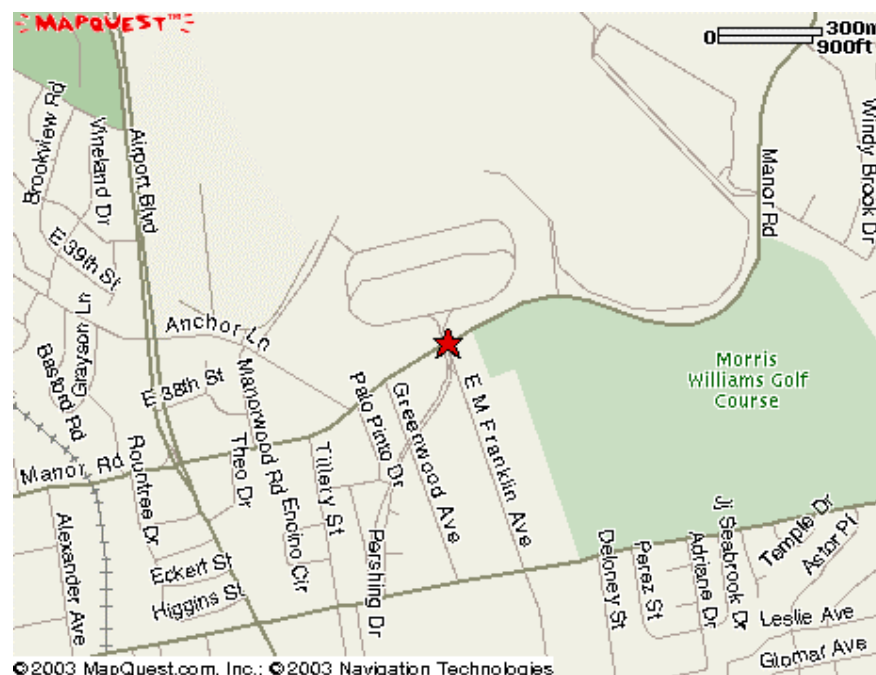
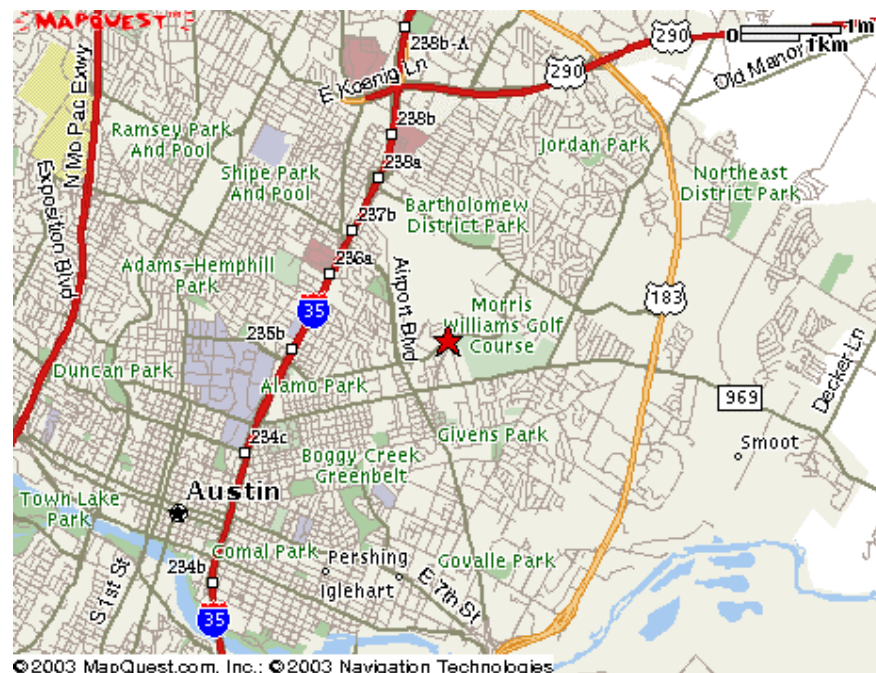
3600 Manor Road

East of Airport Boulevard off of Manor Road

From 35 South take Manor Road exit east

From 35 North take 290 east

- Marked by the star on the map below



Steps to Safe Lifting

Safe lifting means keeping your back aligned while you lift, maintaining your center of balance and letting the strong muscles in your legs do the actual lifting.

1. Stand close to the load with your feet wide apart.
2. Squat down, bending at the hips and knees – not your waist! This helps you keep your center of balance and lets the strong muscles in your legs do the lifting.
3. As you grip the load, arch your lower back inward by pulling your shoulders back and sticking your chest out.
4. "Hug" The Load: Keep the load close to your body while you lift. The closer the load is to your body, the less pressure it exerts on your back. Gradually straighten your legs to a standing position.
5. When you set the load down, squat down, bending at the hips and knees, keeping your lower back arched in.
6. Avoid Twisting: Twisting can overload your spine and lead to serious injury. Make sure your feet, knees and torso are pointed in the same direction when you are lifting.

The key to proper lifting is in keeping the curves of your back in their natural position. That's what Olympic weight lifters do--they lift hundreds of pounds more than most of us ever do and have fewer back injuries.

Other Safety Tips at the Collection Site

- No running (just like at the pool!)
- Stay hydrated
- Bundle cords before pulling equipment away from the vehicle – unbundled cords can get caught in the vehicle or under a foot very easily and lead to drops or falls
- Watch your head on trunks and doors of vehicles
- Do not direct traffic with your body, use clear gestures with your arms
- If lifting equipment, please remove rings or necklaces that could get caught and cause injury
- NO open-toed shoes!



RELEASE AND WAIVER OF LIABILITY
Dell and The National Recycling Coalition Computer Collection Event, January 31, 2003
Austin, Texas

The volunteer desires to work as a volunteer for this computer collection event. The volunteer expressly assumes any risk of injury or harm in these recycling day activities including, but not limited to, loading and unloading heavy materials. **ONLY ADULT VOLUNTEERS OR MINORS WITH GUARDIANS.**

The volunteer does hereby release and forever discharge and hold harmless the event's sponsors, staff, participants, and other volunteers, and their successors and assigns, from any and all liability, claims and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from volunteer's work for the event, including regarding any bodily injury, personal injury, illness, death or property damage from volunteer's work, whether caused by negligence or otherwise.

The volunteer understands that, except as otherwise agreed to in writing, the event sponsors do not carry or maintain health, medical, or disability insurance coverage for any volunteer. Each volunteer is expected and encouraged to obtain his or her own medical or health insurance coverage.

The volunteer also grants and conveys to the event sponsors all rights, title, and interest in any and all photographic images and video or audio recordings made by the event sponsors during the event.

THE UNDERSIGNED HAS READ AND FULLY UNDERSTAND THIS RELEASE.

| Volunteer's Name (print) | Volunteer's Signature* | Date |
|--------------------------|------------------------|-------|
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Event Email Invitation:

Please cut and paste this text into email messages and send to friends, family, neighbors, co-workers and other community members.

FREE DELL computer recycling event! NO COMPUTER SHOULD GO TO WASTE.

Dell, Inc., the National Recycling Coalition and a variety of Central Texas partners, including the University of Texas and the City of Austin, are offering a free consumer computer recycling event for residents of Central Texas, Saturday, January 31, at the former Robert Mueller Municipal Airport (3600 Manor Road, just east of I-35 and south of 290) from 9 a.m. to 3 p.m. Other partners include Texas Commission on Environmental Quality, Recycling Alliance of Texas, City of Round Rock, Lower Colorado River Authority, Central Texas Recycling Association, and Keep Austin Beautiful.

The collection event will accept any make or model of computers and related equipment, including computers, monitors, printers, scanners, keyboards, mice, and laptops. Electronic items NOT accepted include: televisions, stereo equipment, cell phones, appliances, etc. Please remove all data from your computer's hard drive and any removable media such as floppy disks or PC cards.

Drop off is free. Usable equipment will be refurbished and reused. A donation of refurbished systems will be made to the National Cristina Foundation (www.cristina.org). To assure a computer meets minimum donation requirements and will be donated as a complete system, please visit www.dell.com/recycling and donate online. Responsible recycling of all other accepted materials is free of charge to consumers. For more information please visit www.dell.com/recyclingtour.

If you cannot attend this event, Dell will pick up your old computer at home...find out how at www.dell.com/recycling.

Working together for responsible solutions:

While computers are safe to use, they do contain some environmentally sensitive materials. These materials can be safely removed or recycled, but only if we all work to dispose of these products responsibly. Dell is committed to responsible solutions for reusing and recycling unwanted computers.

Saturday, January 31, 2004

9 a.m. to 3 p.m.

The former Robert Mueller Municipal Airport

3600 Manor Road

East of Airport Boulevard off of Manor Road

From 35 South take Manor Road exit east

From 35 North take 290 east